

03-123

Heather Willman
800 Florida Ave NE
Washington, D.C. 20002

April 8, 2005
Federal Communications Commission
Attn: Consumer & Governmental Affairs Bureau, Consumer Complaints.
445 12th Street SW.
Washington, D.C. 20554

Dear FCC,

Hello this is Heather. I am a student at Model Secondary School for the Deaf. My America Government class were discussing about the Sorenson, Deaf Link, and so on. I want to share my feelings with you about the Sorenson, MCI and other companies that deal with videophone relay service.

I don't like my VRS because sometime I called the operators, but I have to wait for a while. Suppose, I need to call someone and it is emergency. Unfortunately, I couldn't contact them on time, because the operator isn't available. It would be so nice if I can contact other operators from another company. It would be much easier for all of us. The operators will be less stress because of we can contact any one. When I am waiting, I feel a little frustrated because of I have to wait for so long time.

The people who have the D-Link, and they have to use the IP address to contact the Sorenson. Even the IP address isn't always the same. The IP address tends to change very often. We waste a little of our time to find our IP address. It would be faster if we both call each other through the phone number.

Thank you for this opportunity to make my comment on this important matter.

Sincerely yours,

Heather Willman

Heather Willman

Email: peacerulz2008@aol.com or smileheather@tmail.com

CC: Senator, Mike DeWine and George Voinovich
House of Representative, John A. Boehner

03-123

Merime Ahmed
4145 Garrett Park Rd
Silver Spring, MD 20906

April 11, 2005

Federal Communication Commission
Attn: Consumer & Governmental Affairs Bureau, Consumer Complaints
445 12th Street S.W.
Washington D.C. 20554

Dear FCC,

The VRS (Video Relay Server) is big problem because when I called my family members for such as emergency; or talking to friends; and order for food. Sometimes I use VRS but I have to wait in about 20 minutes to connect with a VRS operator.

Connecting to a VRS operator must be fast not slow that I don't like. But I thought it is great that commutating with the operator through ASL. I would to suggest the VRS should to fix or change new technology to help VRS better.

I like to use VP-100 as I can talk to another person directly if she has VP-100. VRS use same VP-100 but they are different because I will not see hearing person on another screen. While on VP-100, I can see my friends or whoever I talk to on the screen.

What's more, time is so fast in connecting between people who have to the same use VP-100 for only. But I wonder why we could not connect to other people who use D-link easily like VP-100. Suppose if my friend uses D-link and there is a possible emergency and I have to call my D-link friend, it will be hard for me to call because of different way of dialing.

I think that we should use VP-100, and D- link both no matter what and can be able to talk to any VRS. It should be better to involve VP-100, and D- link, and VRS to work with one-way system. That's all easy to save time to connect up with each other. And add more VRS operators as there are few working now.

I hope that you will support us and solve this problem.

Sincerely yours,


Merime Ahmed

CC: Senator Barbara A. Mikulski
Senator Paul Sarbanes
House of Representative Chris Van Hollen